

COMNAVAIRPACINST 1740.3C
N018
15 Sep 00

COMNAVAIRPAC INSTRUCTION 1740.3C

Subj: COMMMANDER NAVAL AIR FORCE, U.S. PACIFIC FLEET (COMNAVAIRPAC) SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3
(b) MILPERSMAN 1740-010
(c) Enlisted Transfer Manual (NAVPERS 15909F)
(d) Retention Team Manual (NAVPERS 15878H)

Encl: (1) Sponsor Program Guide List
(2) Sample Welcome Aboard Letter from Command Master Chief
(3) Sample Welcome Aboard Letter from Chief of Staff
(4) Sponsor Duties and Responsibilities
(5) Welcome Aboard Package Checklist
(6) Sponsor Program Questionnaire (CNAP 1740/2 (5-95))

1. Purpose. To issue policy regarding key elements of Commander, Naval Air Force, U.S. Pacific Fleet (COMNAVAIRPAC) Sponsor Program. This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. COMNAVAIRPACINST 1740.3B

3. Background. The Navy Sponsor Program was established by the Chief of Naval Operations in 1970 to facilitate the relocation of Naval personnel and their families when transferred on Permanent Change of Station (PCS) orders. The welfare and morale of Navy and Marine families are essential factors, which influence career motivation. This instruction is designed to facilitate effective implementation of and active participation in the sponsor program at COMNAVAIRPAC. A well administered sponsor program can ease the difficulties encountered by sailors and their families during each PCS move by quickly integrating them into the command and local community.

4. Scope. The Sponsor Program Guide List, enclosure (1) sets forth COMNAVAIRPAC's Sponsor Program. Innovative ideas to improve on this program are encouraged from all hands. The intent of the program is to provide top quality service and attention to new staff members and their families. Additionally, help will be provided to those staff members and their families transferring to other commands from COMNAVAIRPAC.

5. Action. The Command Master Chief will coordinate all actions required by enclosure (1) through (6) to maintain an effective sponsor program and will be guided by references (a) through (d) in addition to this instruction.

a. Assignment of Sponsors

(1) Assignment of a sponsor for every incoming staff member is mandatory.

(2) Personnel who arrive at COMNAVAIRPAC for duty and do not have an assigned sponsor should be directed to the Command Master Chief.

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(3) The Sponsor Coordinator will automatically request assignment of a sponsor through the use of e-mail to the Departmental Leading Chief Petty Officer for every prospective staff member in receipt of PCS orders. The LCPO will assign a sponsor that will be present and available when the prospective staff member is due to arrive.

b. The Sponsor Program Coordinator will manage all administrative requirements of the sponsor program per enclosure (1). Enclosure (1) will be started for each staff member upon receipt of notification of his or her transfer to COMNAVAIRPAC and will be maintained on file for review purposes.

c. The coordinator will monitor the sponsor program and provide the Command Master Chief, the Flag Secretary and the Chief of Staff with both informal feedback, as well as the questionnaire, enclosure (6), which is completed by the new member after completing check-in procedures.

d. All hands will take appropriate steps to ensure new shipmates are properly and personally welcomed and the command is concerned about his or her well being.

/s/

T. J. KILCLINE
Chief of Staff

Distribution:
Limited Staff

Stocked:
COMNAVAIRPAC (N004)

SPONSOR PROGRAM GUIDE LIST

Date: _____

UPON RECEIPT OF NOTIFICATION OF NEW MEMBER

1. Rate and Name: _____
 SSN: _____
 Previous Command: _____
 Date Detached: _____
 School(s) Enroute: _____

 EDA COMNAVAIRPAC: _____
 EAOS/PRD: _____/_____

- | | <u>Date/Init</u> |
|--|----------------------|
| Folder Started | _____/_____
===== |
| 2. Forward E-mail to LCPO from Sponsor Program
Coordinator to request sponsor | _____/_____
===== |
| 3. Mail Command Master Chief's welcome aboard
letter, (Enclosure (2)). | _____/_____
===== |
| 4. Mail Chief of Staff's welcome aboard letter, (Enclosure
(3)), with the welcome aboard package, (Enclosure (5)) | _____/_____
===== |
| 5. Ensure the assigned sponsor receives training on duties
and responsibilities, (Enclosure (4)). | _____/_____
===== |

AFTER MEMBER REPORTS ABOARD

6. Have member fill out sponsor program questionnaire,
(Enclosure (6)).
7. Schedule member for indoctrination
8. Forward sponsor program questionnaire, (Enclosure (6)),
to the Chief of Staff via the Flag Secretary and the
Command Master Chief
9. Sponsor assignment complete

OFFICER'S SAMPLE WELCOME ABOARD LETTER FROM CHIEF OF STAFF

Date: _____

RANK, NAME, USN/USNR
ADDRESS

Dear _____,

Congratulations on your selection as a member of the staff of Commander Naval Air Force, U.S. Pacific Fleet. Our intention is to assign you to _____. We look forward to your arrival and are committed to assisting your transition into this new assignment.

As a member of this staff, you will play a significant role in support of the Pacific Fleet Naval Air Force; a role which I am sure you will find challenging and rewarding.

Your assigned sponsor is _____ who may be reached at (619) 545- _____ or DSN 735- _____. Please do not hesitate to call your sponsor should you desire any information or assistance.

Upon arrival, please report directly to the COMNAVAIRPAC Staff Personnel Office during working hours or COMNAVAIRPAC Quarterdeck after hours, both located in Building 8.

I welcome you to the Headquarters of Pacific Fleet Naval Aviation and look forward to working with you.

Sincerely,

T. J. KILCLINE
Chief of Staff

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ENLISTED SAMPLE WELCOME ABOARD LETTER FROM CHIEF OF STAFF

Date: _____

RANK, NAME, USN/USNR
ADDRESS

Dear _____,

Congratulations on your selection as a member of the staff of Commander Naval Air Force, U.S. Pacific Fleet. Our intention is to assign you to _____. We look forward to your arrival and are committed to assisting your transition into this new assignment.

As a member of this staff, you will play a significant role in support of the Pacific Fleet Naval Air Force; a role which I am sure you will find challenging and rewarding.

Your assigned sponsor is _____ who may be reached at (619) 545- _____ or DSN 735- _____. Please do not hesitate to call your sponsor should you desire any information or assistance.

Upon arrival, please report directly to the COMNAVAIRPAC Staff Personnel Office during working hours or COMNAVAIRPAC Quarterdeck after hours, both located in Building 8. This will allow us to get information from your service record prior to turning it in to PSD.

I welcome you to the Headquarters of Pacific Fleet Naval Aviation and look forward to working with you.

Sincerely,

T. J. KILCLINE
Chief of Staff

Enclosure (3)

SAMPLE WELCOME ABOARD LETTER FROM COMMAND MASTER CHIEF

Date: _____

SHIPMATE,

Let me welcome you to the staff of COMMANDER NAVAL AIR FORCE PACIFIC. You will be working with the best men and women Naval Air has to offer.

I think you will find your tour of duty with COMNAVAIRPAC educational, career enhancing and job rewarding.

I want you to contact me if problems develop concerning your transfer to this command. My address and phone number are:

COMMAND MASTER CHIEF
RATE/RANK NAME
COMNAVAIRPAC CODE N018
BOX 357051
SAN DIEGO CA 92135-7051

PHONE: DSN 735-4780 COMM (619) 545-4780

Please provide the above information to members of your family who may at a later date decide to correspond with the command.

_____ has been assigned as your sponsor and will correspond with you. He/she can answer most of your questions and will act as your escort and introduce you to staff members. Enclosed is a "UIC BADGE" which you may sew on the right sleeve of your uniform prior to arrival. Additional badges will be provided when you arrive at this command.

If by ____date____ you have not received a welcome aboard package or letter from your sponsor, please contact me in order to ensure their delivery.

I am looking forward to you joining the Team.

Future Shipmate,

NAME
RATE/RANK USN

SPONSOR DUTIES AND RESPONSIBILITIES

Knowing what to expect and having a specific contact person at a new duty station can make the difference between a good move and a bad one. The sponsor can play a major role in making it a good move. Although the member may have mixed feelings about being assigned as a sponsor, the member must also realize that the success of any program rests with those who are charged with the responsibility for implementing it. Even if the member did not "volunteer," the member should look upon their duties as challenges and opportunities that will be worth the time and effort they put into them. Duties of a sponsor can be broken down into three phases; (1) prearrival, (2) arrival, and (3) post-arrival. The following checklist is provided as a means of ensuring that the sponsor takes all the necessary actions.

1. PREARRIVAL

Once you have been assigned as a sponsor you should consider the following:

- a. Read the command instruction on the Navy Sponsor Program.
- b. Draw upon the knowledge gained from your own experience as newcomer.
- c. Draw upon your experience with the Navy Sponsor Program. (If you have not found your sponsors helpful, decide what was lacking and try to make improvements.)
- d. Ask previous sponsors in your division for suggestions or help in meeting your requirements. (Even if you have been a sponsor before, do not take the program for granted. The Navy wants to improve the program, not just continue present actions which have sometimes been inadequate.)
- e. Contact the person you are sponsoring as soon as possible. (Use the telephone, DSN if available, to begin the process of exchanging information.)
- f. If your command uses a form letter to welcome new members, add a short handwritten note stating that you have been assigned as the sponsor and that you will do all you can to assist them in making their move as smooth as possible. Be sure to include your work commercial and DSN telephone numbers. When possible, you should also include your home telephone number.
- g. Make it your responsibility to ensure that the command welcome aboard package has been mailed to the new member.
- h. Relay the following pertinent information to the individual you are sponsoring:
 - (1) Your address
 - (2) Their new mailing address
 - (3) Your work number (both DSN and commercial) and your home number

(4) Any other special information that would be helpful

i. If you and the new member are both married, ask your spouse to communicate with the new member's spouse. Children also would probably enjoy corresponding with other children.

j. Act as liaison between the new member and base organizations. If the new member has questions you cannot answer, refer them to an authoritative source.

k. Make reservations at the Navy Lodge/local motel/hotel for arriving families, or Bachelor Officer Quarters/Bachelor Enlisted Quarters (BOQ/BEQ) for single personnel according to the member's desires.

l. Request that the new member acknowledge receipt of materials and that they keep you informed of itinerary, reporting date, and special needs.

m. Perform other duties as required or implemented by you, to make the relocation even more successful.

2. ARRIVAL. Upon the arrival of the individual, you should consider the following:

a. Meet the incoming individual and/or family at arrival point.

b. Accompany them to temporary lodging.

c. Assist member in finding a place to eat.

d. Furnish the member/family with a base map, locating areas of interests.

e. Before departing on the first day, ensure member has information on how to contact you.

f. Arrange for temporary transportation if required.

g. Assist in getting the member to the exchange or commissary for immediate needs.

h. Assist the new number with check-in procedures.

i. Familiarize the new arrival with base facilities.

j. Introduce them to the people in the division.

k. Remember the feeling and confusion that you experienced when you first arrived, and try to be as helpful to this person as you can.

3. POST-ARRIVAL. Once the relocation has taken place, you should consider the following:

a. Continue to assist the member during the first few weeks, or months, with other needs, such as registering a car, moving into permanent housing, etc.

b. Do everything possible to help the new arrival settle in.

The above lists are not exhaustive, and sponsors are encouraged to use initiative and ingenuity to increase the effectiveness of the program. If you sponsor someone as you would want to be sponsored, the following occurs:

1. You will create a positive first impression that will have a favorable impact on job performance.

2. You will facilitate the relocation, lessening the stress for Navy personnel and their families.

3. You will have the personal satisfaction of taking on a difficult task and doing it well. Ask yourself if you had to do it over again, what you would do differently. Make some notes and share them with others who will be acting as sponsors. Your comments about problems experienced and recommendations for improvement are critical to the continued success of the program.

SPONSOR PROGRAM QUESTIONNAIRE

Your help is requested in evaluating the effectiveness of our Sponsor Program. We ask that you complete this questionnaire based on your experiences during your recent PCS transfer. Upon completion, request you give this questionnaire to the Sponsor Program Coordinator.

NAME: _____ RATE/RANK: _____
 DATE ARRIVED AT CNAP: _____ DEPT/DIV ASSIGNED TO: _____
 NAME AND RATE/RANK OF SPONSOR: _____

1. Were you assigned a sponsor before arriving? Yes / No

2. Did your sponsor do the following:

YES NO

____ Meet you upon arrival?
 ____ Assist in lodging (if required)?
 ____ Have a positive attitude toward COMNAVAIRPAC and the local area?
 ____ Answer your questions in a timely and accurate manner?
 ____ Show you around the command, base and local area as necessary?
 ____ Assist you in other areas to get settled?

3. What information did you receive prior to your arrival?

____ Letter from Sponsor
 ____ Letter from the Command Master Chief
 ____ Letter from the Chief of Staff
 ____ Welcome Aboard Package

4. Overall, how do you rate the helpfulness of your sponsor?

1 (VERY POOR) TO 5 (EXCELLENT)

1 2 3 4 5

5. Please use the back of this page or a separate sheet to make any remarks, criticisms, or recommendations concerning the Sponsor Program. Thank you.

WELCOME ABOARD PACKAGE CHECKLIST

The Sponsor Program Coordinator should ensure that a welcome aboard package is mailed to the new member. Reference (a) requires the forwarding of activity information material. The welcome aboard package should include, but is not limited to:

1. Housing information.
 - (a) Government housing - waiting period.
 - (b) Civilian housing - current rental rates and availability.
2. Household goods shipment information.
3. Local military facilities.
4. School information for children (if applicable).
5. Child care facilities and rates.
6. A map of the local area.
7. A command welcome aboard letter from the Chief of Staff.